

## Direct access for specific department needs.

### New Business/Underwriting

Please contact your MGA or upline RMD for new business questions per our service model. If you are not sure of your contact please email:

[NANewBusiness@sfgmembers.com](mailto:NANewBusiness@sfgmembers.com)

For case status please go to

[www.northamericancompany.com](http://www.northamericancompany.com)

### Quick Quotes:

[quickquotes@sfgmembers.com](mailto:quickquotes@sfgmembers.com)

- Risk Assessments

### Customer Contact

P: 877-872-0757 Agent Ext: 32140

[lc@sfgmembers.com](mailto:lc@sfgmembers.com)

- Policy information
- In-force billing
- Request change forms
- Policy values
- Loans/withdrawals availability
- Lapse or grace notice
- Policy cancellation

### Commissions

P: 877-872-0757

F: 877-595-8256

[nalifecommissions@sfgmembers.com](mailto:nalifecommissions@sfgmembers.com)

- Pay frequency
- Compensation statements
- Compensation schedules
- Bonus payments
- Compensation reconciliation

### Claims

P: 800-733-2524 Ext. 32057

F: 877-841-6706

[claims@sfgmembers.com](mailto:claims@sfgmembers.com)

- Filing a death or accelerated benefit claim
- Matured contracts

### Policy Change

P: 877-872-0757

[pchange@sfgmembers.com](mailto:pchange@sfgmembers.com)

- Conversions, exchanges, and reinstatements
- Changes to face amount, riders, rate class

### Contracting

P: 866-322-7068

F: 866-322-7072

[nacontracting@sfgmembers.com](mailto:nacontracting@sfgmembers.com)

Contract status of agents

- Pay frequency
- Compensation statements
- Compensation schedules
- Bonus payments
- Compensation reconciliation

### In-force Illustrations

P: 877-872-0757 Agent Ext: 32140

[lifeillustrations@nacolah.com](mailto:lifeillustrations@nacolah.com)

- Projected future values for hypothetical changes



### Agent Solutions for the MGA

800-800-3656 or [SalesSupport@nacolah.com](mailto:SalesSupport@nacolah.com)

As a secondary resource, Agent Solutions is available to help with questions on: case design and product selection, website assistance, product/rider information, web illustration assistance, and competitive information.

### Regular mail

North American  
P.O. Box 5088  
Sioux Falls, SD 57117-5088

### Overnight mail

North American  
One Sammons Plaza  
Sioux Falls, SD 57193-0001